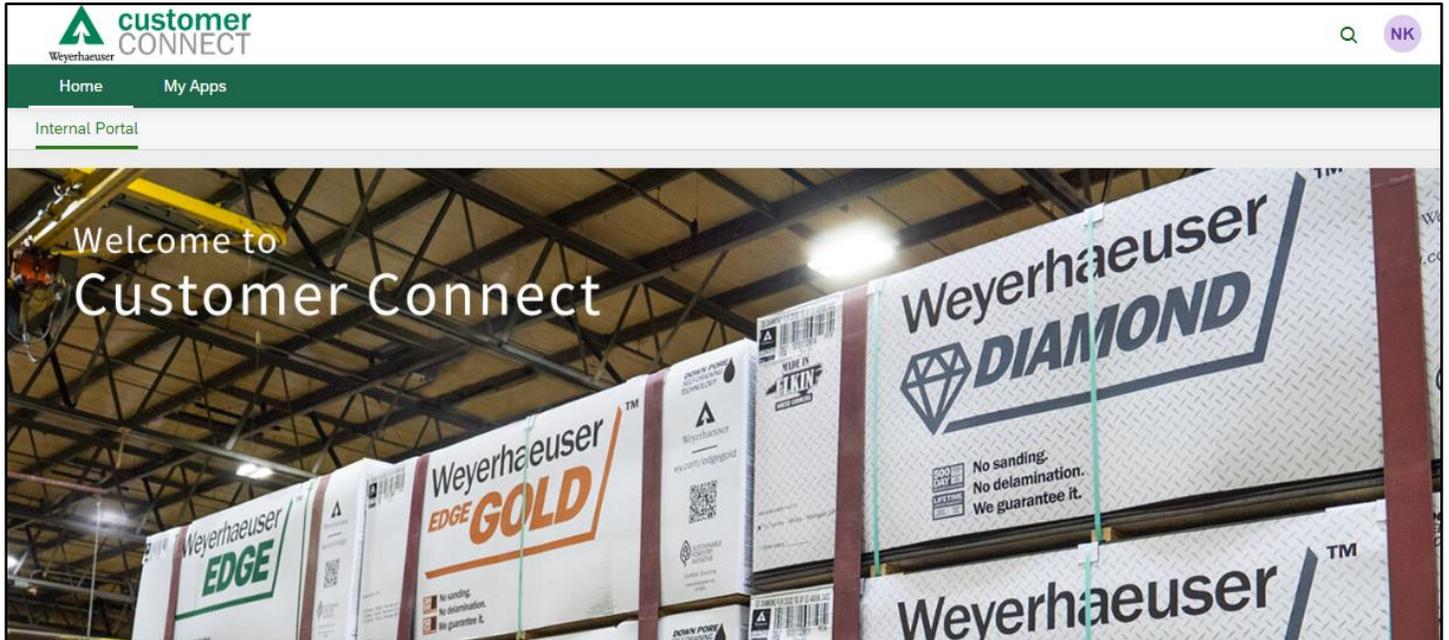


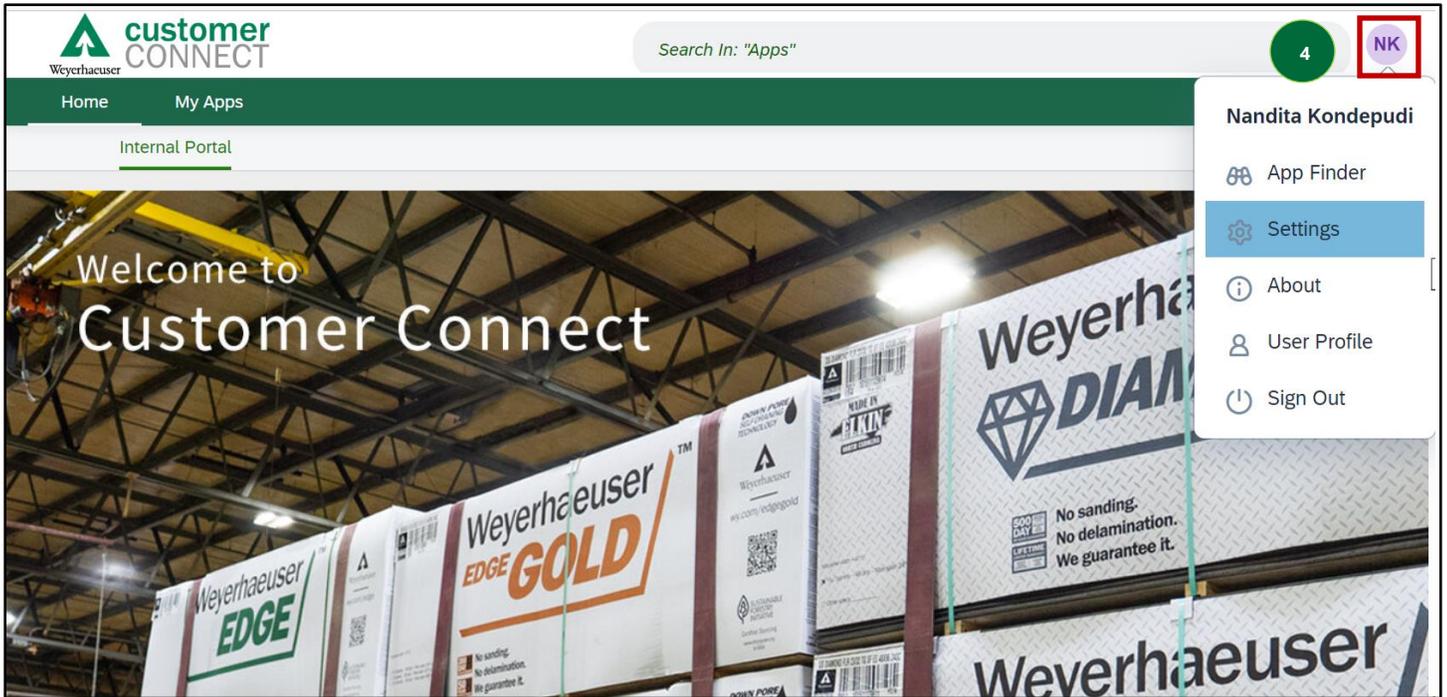


Introduction to the Customer Connect Portal

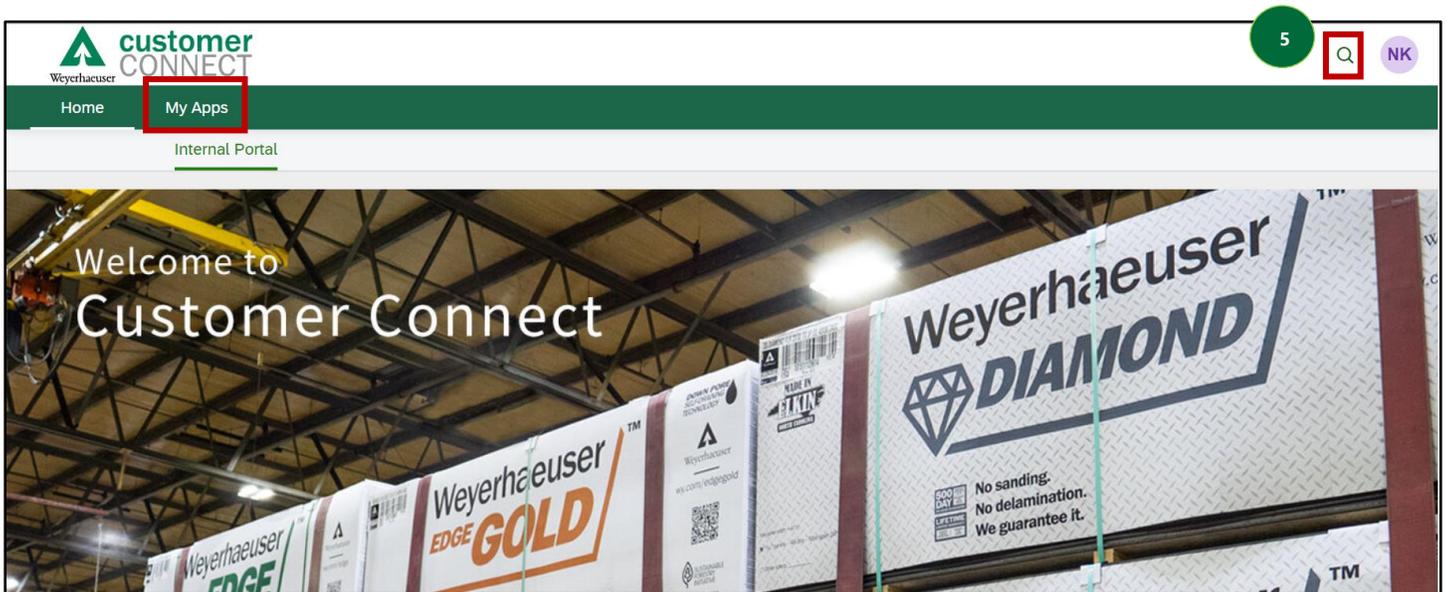
1. Login to the Customer Connect Portal using your credentials. Once logged in, by default you will be navigated to your **Home** page. The **Home** page displays your tiles and links in groups.



2. Once logged in, it's recommended that you first set up your personalization settings. To do so,
3. Select your **Profile** picture icon.
4. In the dropdown that appears, you will be able to see Settings, your User Profile, the Logout option and more.

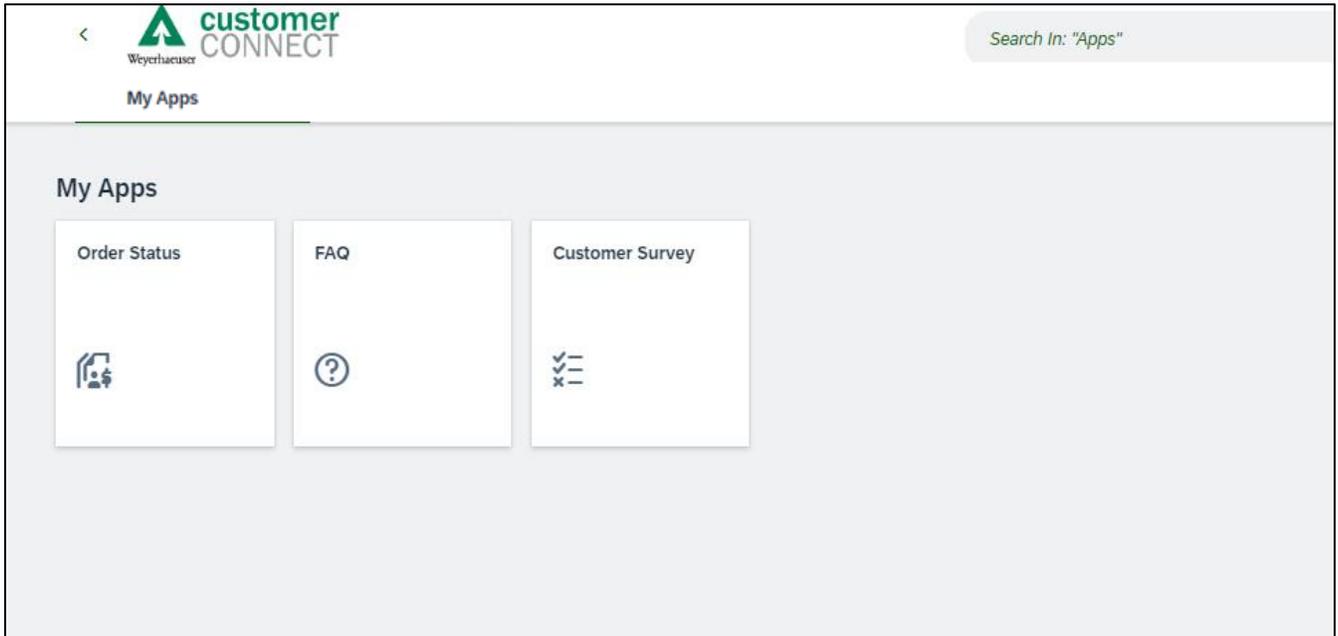


5. On the **Home** page, you can click on the **Search** icon (magnifying glass) to open the **Search** bar to find the **App** that you are looking for.
6. Click the **My Apps** tab.



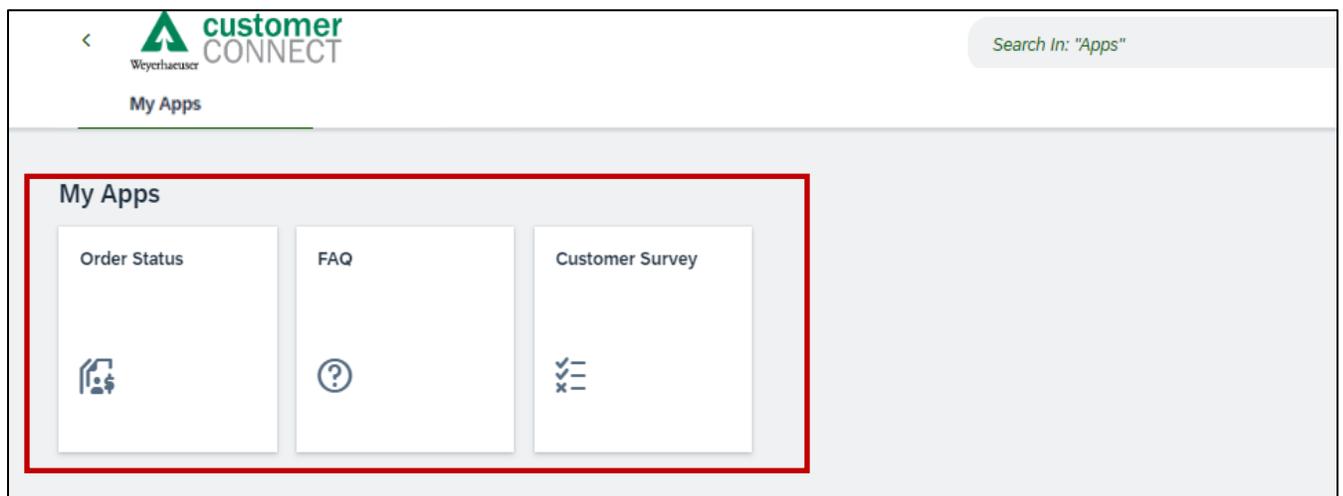
7. The **Applications** page will open. This will be your most used feature in the Customer Connect Portal

8. The **Application** tab contains the following applications across two tabs on the top.
 - a. **Order Status:** This is where you will look up your orders, print invoices, see Proof-of-Delivery, Shipment Details, track Railcars and more.
 - b. **FAQ:** All frequently asked questions on using the new Customer Connect Portal are included in this section.
 - c. **Customer Survey:** This is available for you to give us immediate feedback on any issues you may face while using the new Customer Connect Portal.

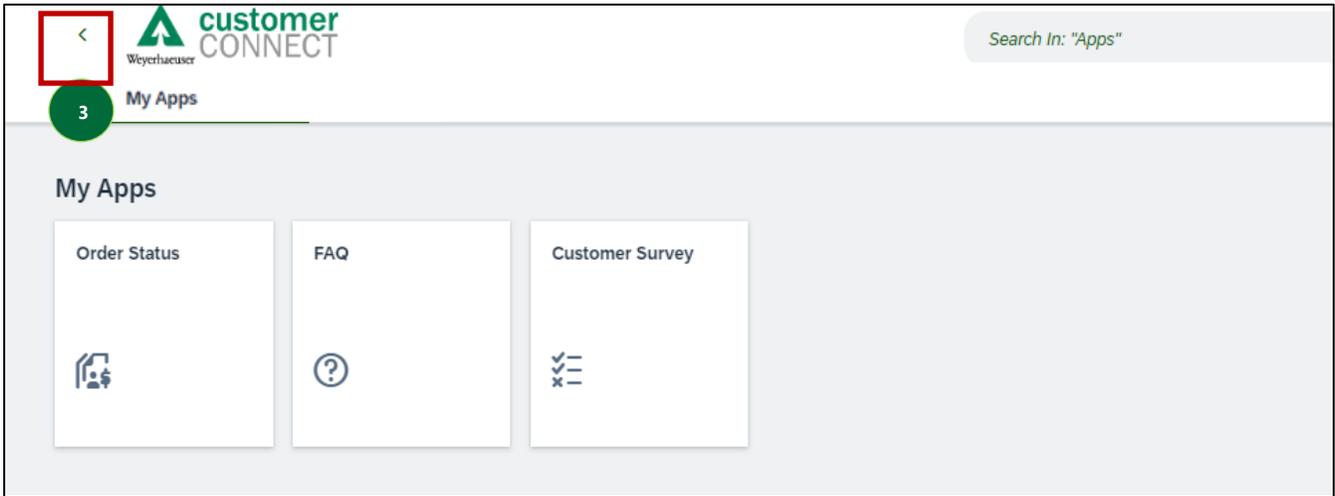


Navigating the My Apps Page

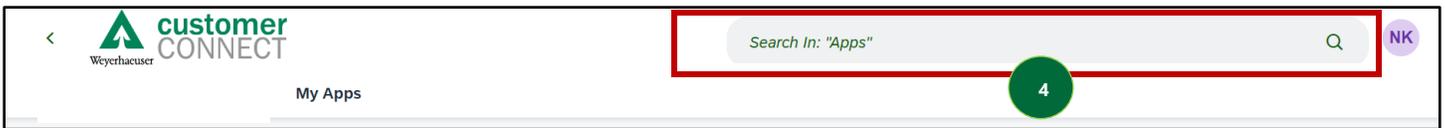
1. Open the **Applications** page.
2. The three **Application** tiles are displayed across the top of the page under the **Navigation** bar.



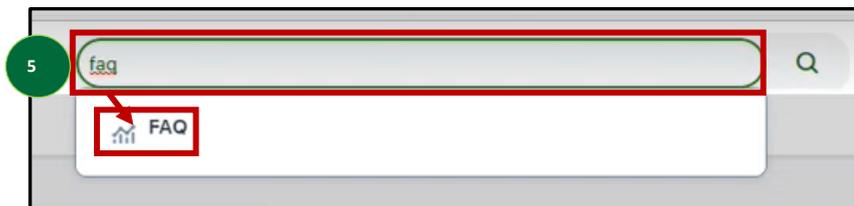
- When you click the **Back Arrow** which will take you to the previous screen. In this case, that would be the **Customer Portal Home** page.



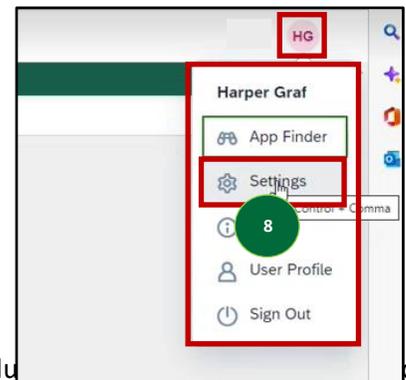
- The **Search** bar can be used to **Search** for anything in **Applications**.



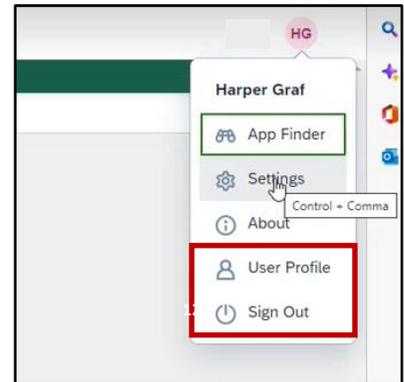
- For example, typing in **“faq”** will bring up the **FAQ Application**.



- Click on your **Profile icon**.
- A drop-down menu will open.
- Select **Settings** to personalize your **Settings**.

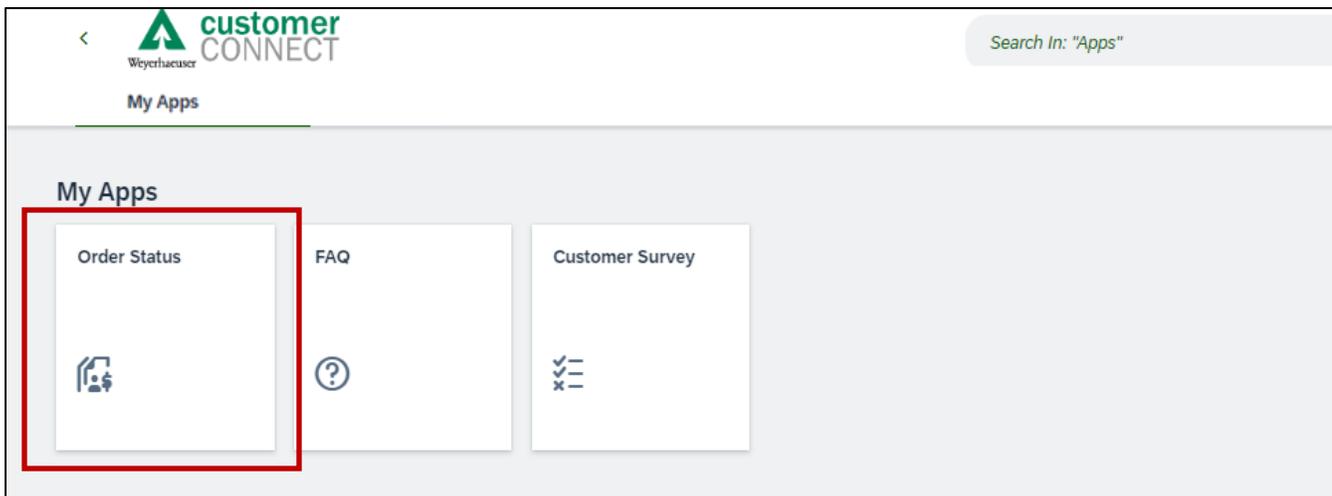


- From the drop-down menu you can also view your **User Profile** or **Sign Out** of the **Applications** page.



Navigating the Application Tiles

- On the **Applications** page, select the **Order Status** tile.



- The **Order Status** page will open. This page offers a variety of ways for you to **Search** and **Filter** for **Orders**.
- The page will have multiple **Filters** displayed by default. Enter your **Search** parameters into the desired **Filter** category and click **Go** to generate results.
- To edit the displayed **Filter** selection, click **Filters**.

5. The **Filters** menu will open.
6. Select or unselect any **Filters** that you want to add or delete.
7. By clicking on any Filter line, you will have the option of re-arranging the **Filter** display order by using the **Up** or **Down** arrows.
8. When you have finished your editing, click **OK** to apply the changes.

Field	Active
<input checked="" type="checkbox"/> From Planned Ship Date	↑ ↓
<input checked="" type="checkbox"/> To Planned Ship Date	•
<input checked="" type="checkbox"/> Customer PO #	
<input checked="" type="checkbox"/> SAP Order Number	
<input checked="" type="checkbox"/> Shipment Number	
<input checked="" type="checkbox"/> Invoice Number	
<input checked="" type="checkbox"/> Bill-To	
<input checked="" type="checkbox"/> Sold-To	
<input checked="" type="checkbox"/> Ship-To	
<input checked="" type="checkbox"/> Store Number	
<input checked="" type="checkbox"/> Plant Type	•
<input checked="" type="checkbox"/> Plant	
<input checked="" type="checkbox"/> Vehicle ID	

9. You can use the filters to find **Orders**.
10. When you have results, you can import them into **Excel** by clicking the **Excel button**.

11. As an example, we will search using the dates in the **From Planned Ship Date** and the **To Planned Ship Date** by clicking **Go**.

customer CONNECT
Weyerhaeuser

Standard

From Planned Ship Date: 07/31/2023 To Planned Ship Date: 09/06/2023

Customer PO #: SAP Order Number: Shipment Number:

Invoice Number: Bill-To: Sold-To: Ship-To: Store Number:

Plant Type: <ALL> Plant: Vehicle ID: Created By: Exclude Status:

Order List Search Sort Excel

Sold-To	Ship-To	Order #	PO #	Transport Mode	Status	Plant	Planned Ship Date
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12. The results will populate the **Order List** screen.

13. In this search, there were **531** results. You can use the **Search box** to refine the results further.

customer CONNECT
Weyerhaeuser

Standard

Go Hide Filter Bar Clear Filters (3)

From Planned Ship Date: 07/31/2023 To Planned Ship Date: 09/06/2023

Customer PO #: SAP Order Number: Shipment Number:

Invoice Number: Bill-To: Sold-To: Ship-To: Store Number:

Plant Type: <ALL> Plant: Vehicle ID: Created By: Exclude Status:

Order List (531) Search Sort Excel

Sold-To	Ship-To	Order #	PO #	Transport Mode	Status	Plant	Planned Ship Date
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14. To view additional details of any **Order**, click on the **Order** line.

Sold-To	Ship-To	Order #	PO #	Transport Mode	Status	Plant	Planned Ship Date	
BIG BUILDERS LLC	BIG BLDR-WARSAW	7475987	8906543	Truck	Order Accepted	MILLPORT-AL SWL	05/30/2023	>
BIG BUILDERS LLC	BIG BLDR-WARSAW	899765	999888	Truck	Invoiced	PHILADELPHIA-MS SWL	05/15/2023	>

15. The details page for the selected **Order** will display in the default **Items** view.

16. Clicking on any of the other **Tab** headings (**Invoices**, **Partners**, **Packing List**, **Shipment Details** and **Notes**), will open those details as related to this **Order**.

customer CONNECT
Weyerhaeuser

SAP Order Number: 000056837153

Ship To PO #: PO #: test5149 Status: Order Accepted Weight: 0.000 Order Amount: CA\$0.00 Created: SCHUHL1 08/28/23

Items Invoices Partners Packing List Shipment Details Notes

Item #	Description	SKU	Cust SKU	Order Quantity	Shipped Quantity	Unit Price	Total
10	Weyerhaeuser Edge Gold Flooring 23/32 T&G FF Edge Seal 48X96 24\"	8906543		26.000 PAC	0.000	CA\$0.00/ MSF	CA\$0.00

17. From the **Home** page, select the **FAQ** tile. (**FAQ** is **Frequently Asked Questions**).

customer CONNECT
Weyerhaeuser

Search In: "Apps"

My Apps

My Apps

Order Status FAQ Customer Survey

19

18. The **FAQ** page will open. A series of **Frequently Asked Questions** are displayed.



19. Click on any **Question** to reveal the answer.

